

Stainless Steel 2 x 2.5Qt Tray Buffet Server with Warming Base



Bandejas Bufé Con plancha Eléctrica Integrada

MODEL EWM-6122

Instruction Manual

Before operating your new appliance, please read all instructions carefully and keep for future reference.

IMPORTANT SAFEGUARDS

Basic safety precautions should always be followed when using electrical appliances, including the following:

1. Read all instructions before using.
2. Do not touch hot surfaces. Use handles and knobs.
3. Do not overfill the Buffet Server Trays.
4. To protect against electrical shock, do not immerse the appliance or power cord in water or any other liquid.
5. Close supervision is necessary when any appliance is used by or near children.
6. **CAUTION:** Do not operate the appliance without food contents. The warming tray and serving trays may warp and change shape from the heat.
7. Unplug from outlet when not in use and before cleaning. Allow unit to cool completely before putting on or taking off parts, and before cleaning.
8. Do not operate this or any appliance with a damaged cord or plug or after the appliance malfunctions or has been damaged in any manner. Return the appliance to the nearest authorized service facility for examination, repair or adjustment.
9. The use of accessory attachments not recommended by the appliance manufacturer may result in fire, electric shock or injury.
10. Do not use outdoors. For household use only.
11. Do not let cord or plug hang over edge of table or counter, or touch hot surfaces.
12. Do not attempt to move or transport this appliance while it is in operation and plugged into the electrical outlet.
13. Do not use the appliance for other than its intended use.
14. Always attach plug to appliance first, then plug cord into the wall outlet. To disconnect, first turn all control knobs to the "OFF" position, then remove plug from wall outlet.
15. Do not place this appliance on or near a stove, electric or gas burner, or in a heated oven.
16. Do not clean with metal scouring pads. Pieces can break off the pad and touch electrical parts, creating a risk of an electrical shock.
17. A fire may occur if the appliance is covered by or touching flammable material including curtains, draperies, walls and the like when in operation.
18. Do not place any of the following materials in the unit: Paper, cardboard, plastic and/or similar non-food materials.
19. **WARNING:** Some countertop and table surfaces, such as Corian®, wood, stone and /or laminates, are not designed to withstand prolonged heat generated by certain appliances. It is strongly recommended by countertop manufacturers and Maxi-Matic that a hot pad or trivet be placed under your Elite buffet server to prevent possible damage to the countertop surface.

SAVE THESE INSTRUCTIONS

FOR HOUSEHOLD USE ONLY!

SHORT CORD PURPOSE

NOTE: A short power cord is provided to reduce the risk of personal injury resulting from becoming entangled in or tripping over a longer cord. **Longer power-supply cords or extension cords are available and may be used if care is exercised in their use.**

If an extension cord is used: (1) the marked electrical rating of the extension cord should be at least as great as the electrical rating of the product; (2) the extension cord should be arranged so that it will not drape over the countertop or tabletop where it can unintentionally be pulled on or tripped over by children or pets.

POLARIZED PLUG

If this appliance is equipped with a ***polarized plug*** (one blade is wider than the other), please follow the below instructions:

To reduce the risk of electrical shock, this plug is intended to fit into a polarized outlet only one way. If you are unable to fit the plug into the electrical outlet, try reversing the plug.

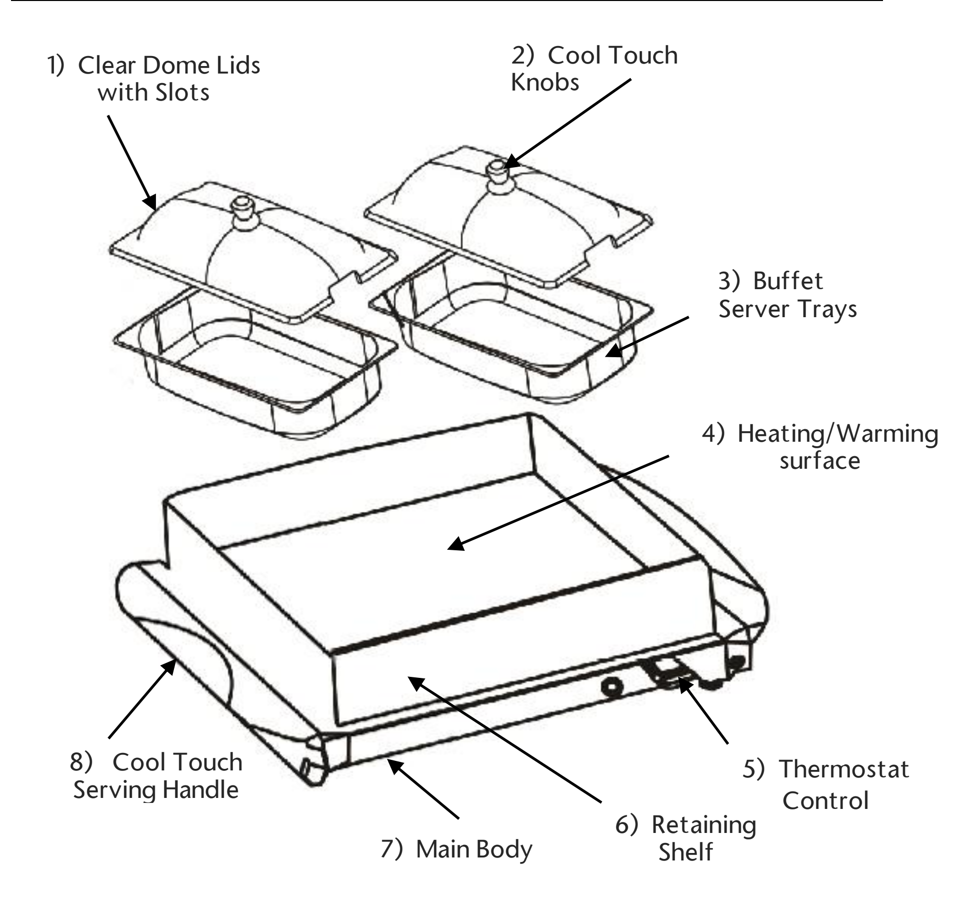
If the plug still does not fit, contact a qualified electrician. Never use the plug with an extension cord unless the plug can be fully inserted into the extension cord. Do not alter the plug of the product or any extension cord being used with this product. Do not attempt to defeat the safety purpose of the polarized plug.

BEFORE FIRST USE

1. Remove all packaging materials including plastic, cardboard, Styrofoam and literature. Make sure that all parts are in good condition.
2. Clean and thoroughly dry all parts to remove any packaging residue before using for the first time. (See "HOW TO CLEAN" section for instructions.)

- **NOTE:** The initial 15 minutes of use may result in minimal smell and smoke. This is due to the burning of the protective substance applied to the heating elements during manufacturing. This is normal and harmless and will disappear with subsequent use of the product.
- **CAUTION: DO NOT IMMERSE THE WARMING TRAY OR POWER CORD IN WATER OR ANY OTHER LIQUID!**

PARTS & FEATURES

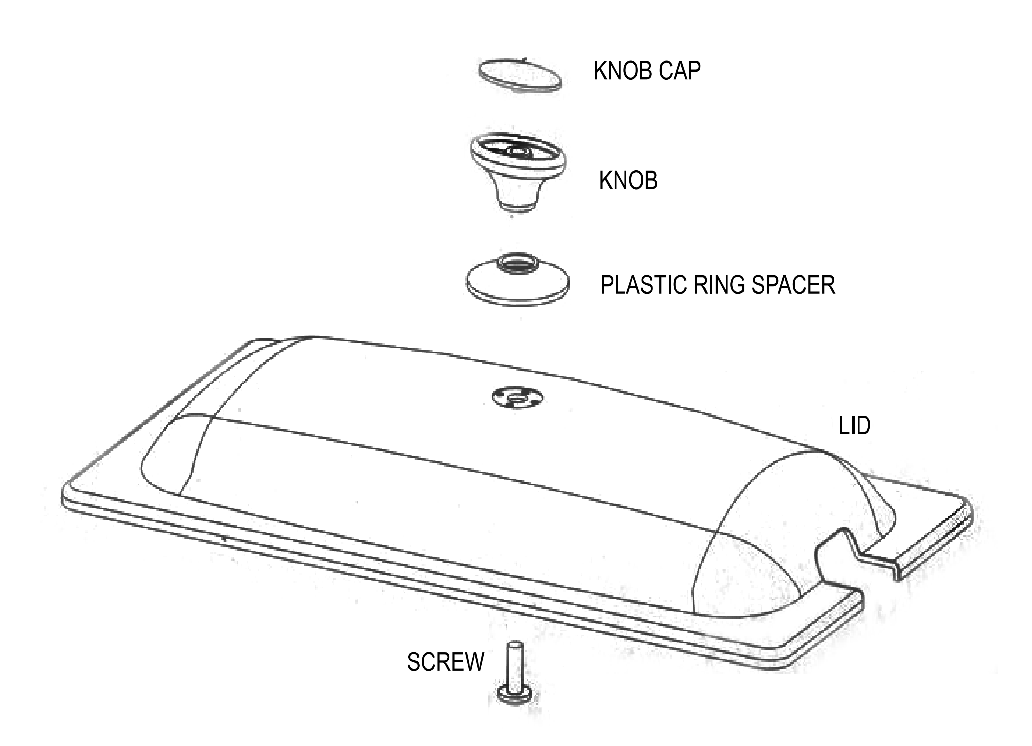


1) **Clear Dome Lids with Slots:** Convenient see-through lids that include slots to accommodate serving utensils.
2) **Cool-Touch Knobs:** Safely and easily handle lids to serve food.
3) **Buffet Server Trays:** Includes two 2.5 Qt. capacity server trays great for serving all types of foods.
4) **Heating/Warming Surface:** Flat stainless steel warming surface. Also great to use for keeping hors d'oeuvres or other dishes warm.
5) **Thermostat Control:** Choose from three different heat settings to keep all types of food warm to preference.
6) **Retaining Shelf:** Holds the two buffet server trays to ensure stability.
7) **Main Body:** Main heating unit.
8) **Cool Touch Serving Handle:** Safely and easily carry or transport the buffet server to serving table.

ASSEMBLY

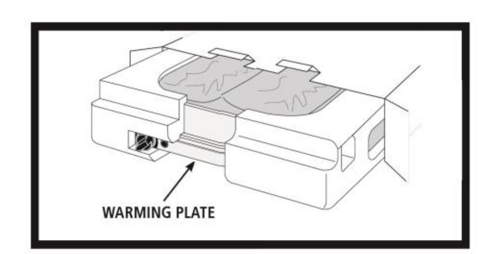
LID ASSEMBLY:

Assemble lids with the knobs. Make sure to not tighten the screw too tight or it will cause the plastic to crack.



ASSEMBLY (CONT.)

1. Please note, when removing your buffet server from its box, the warming plate is packaged upside down for compact packaging purposes.

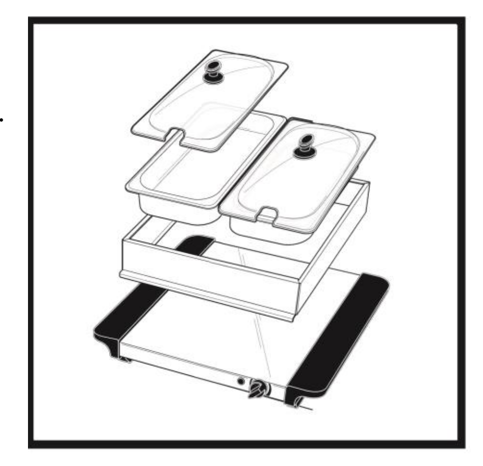






2. When placed correctly, the logo should be facing right side up. Please refer to the diagram above for the correct way to assemble.

3. Once the warming plate has been properly situated, the retaining shelf and buffet server trays can be placed onto the warming plate.



NOTE: Ensure that when placing the buffet server on any surface, basic safety precautions should always be used and that a trivet, hot pad, or a protective item that is made of high heat resistant material is placed beneath the buffet server to prevent heat damage to your tables or countertops.

HOW TO USE

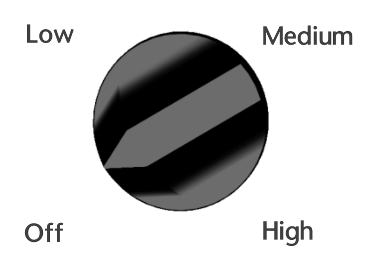
1. Place the retaining shelf onto the warming tray and place your serving trays into the retaining shelf. Place the Buffet Server on top of a flat, stable, heat-resistant surface.
2. Place your pre-cooked food items into each buffet server tray.

➢ **NOTE:** DO NOT USE THIS APPLIANCE FOR COOKING OR DEFROSTING FOOD.

➢ **CAUTION: IT IS NOT RECOMMENDED TO LEAVE A BUFFET SERVING TRAY EMPTY WHILE BUFFET WARMER IS ON. DO NOT LEAVE FOOD IN BUFFET SERVER FOR MORE THAN 5 HOURS.**

3. Plug the power cord into a standard 120V electrical outlet.
4. Turn the appliance on by adjusting the thermostat control to your desired heat setting: "Low", "Medium" or "High". The indicator light will come on. Once the selected temperature has been reached, the indicator light will shut off.

➢ **NOTE: THIS DOES NOT MEAN THE APPLIANCE IS OFF. THE SURFACE OF THE WARMING TRAY WILL STILL BE VERY HOT. USE CAUTION.**



OFF: The Buffet server is off at this position.

LOW: The Buffet server will begin to heat up to and stay at 140°F.

MED: The Buffet server will begin to heat up to and stay at 158°F.

HIGH: The Buffet server will begin to heat up to and stay at 175°F.

➢ **NOTE:** The indicator light will continuously turn on and off while the buffet server is in operation as it maintains the temperature selected.

➢ **CAUTION: It is not recommended to keep food in the buffet server for more than 5 hours or food may begin to dry out, discolor, or taste may start to change.**

5. When finished using the Buffet Server, turn the thermostat control to the "OFF" position.
6. Unplug the power cord from the electrical outlet and allow the unit to cool completely.
7. Remove any remaining food from the buffet server trays.
8. Once the Buffet Server and its parts are completely cooled, wipe down, wash and thoroughly dry before storing or using the unit again.

HOW TO USE (CONT.)

USING THE WARMING TRAY FOR SERVING:

CAUTION: DO NOT LEAVE FOOD ON THE BUFFET WARMING TRAY FOR MORE THAN 5 HOURS.

1. Make sure the unit is unplugged and set to the "OFF" position.
2. Remove the retaining shelf, serving trays, and the lids. Place the warming tray on top of a flat, stable, heat-resistant surface.
3. Ensure that the flat stainless steel surface of the warming tray is clean and thoroughly dry.
4. Place pre-cooked food items onto the warming tray.

➢ **NOTE: DO NOT use the clear lids directly on the hot surface of the warming tray.**

5. Plug the unit into a standard 120V outlet.
6. Turn the appliance on by adjusting the thermostat control to your desired heat setting: "Low", "Medium" or "High". The indicator light will come on. Once the selected temperature has been reached, the indicator light will shut off.
   NOTE: THIS DOES NOT MEAN THE APPLIANCE IS OFF. THE SURFACE OF THE WARMING TRAY WILL STILL BE VERY HOT. USE CAUTION.

➢ **NOTE: The indicator light will turn on and off while your buffet server is in operation as it maintains the temperature selected.**

7. When using the warming tray, food items can only be kept warm for a shorter amount of time because they are being left uncovered. Maximum time will be 4-5 hours or else food will begin to dry out, discolor or taste may start to change.
   WARNING: Use caution when serving food from the warming tray as the surface will be very hot.
8. Once you are done using the warming tray, turn the thermostat control to the "OFF" position.
9. Remove the power cord from the electrical outlet.
10. Remove any remaining food from the warming tray.
11. Once the warming tray has cooled down completely, clean and thoroughly dry before storing or using the unit again. (See "HOW TO CLEAN" section for instructions.)

HOW TO CLEAN

1. Wash the clear dome lids, retaining shelf, and buffet server trays with warm soapy water and a soft cloth or sponge. DO NOT wash in dishwasher.
2. ONLY the buffet server trays are dishwasher safe.
3. Clean the warming tray with a damp, soapy cloth or sponge.
4. **DRY ALL PARTS THOROUGHLY BEFORE STORING OR OPERATING THE BUFFET SERVER.**

- **NEVER IMMERSE THE WARMING TRAY OR THE ELECTRICAL CORD IN WATER OR ANY OTHER LIQUID!**
- **DO NOT USE ANY ABRASIVE SOAPS, DETERGENTS, OR CLEANING MATERIALS TO**
- **CLEAN THIS APPLIANCE.**
- **ALWAYS MAKE SURE THE APPLIANCE IS OFF, UNPLUGGED FROM THE ELECTRICAL OUTLET, AND COMPLETELY COOL BEFORE CLEANING.**

HELPFUL TIPS

1. It is important to maintain all cooked foods at a minimum of 140° F over an extended period of time to prevent any food borne illnesses.
2. Use a food thermometer to monitor the temperature of the food and adjust the temperature control if necessary to maintain a minimum of 140°F.
3. Temperatures may fluctuate as the food is being served and as the contents of the large pan and/or buffet trays are emptied.
4. You may adjust the temperature accordingly to avoid over or under heating the prepared food.
5. All foods have different consistencies and may require a lower or higher setting to keep the food warm. For example, a higher temperature setting will be required to keep mashed potatoes warm and a lower temperature to keep gravy warm.

LIMITED WARRANTY* ONE (1) YEAR
WARRANTY IS ONLY VALID WITH A DATED PROOF OF PURCHASE

PLEASE DO NOT RETURN TO STORE.
If you have any problems with this unit, contact Consumer Relations for service

1. Your small kitchen appliance is built with precision, inspected and tested before leaving our factory.
2. It is warranted to the original purchaser to be free from any manufacturing defects under normal use and conditions for one (1) year, cord excluded. This Warranty applies only to the original purchaser of this product.
3. Retail stores/merchants selling this product do not have the right to alter, modify, or in any way revise the terms and conditions of the warranty.
4. If you use your appliance for household use and according to instructions, it should give you years of satisfactory service.
5. At its sole discretion, Maxi-Matic USA will either repair or replace the product found to be defective during the warranty period.
6. The repaired or replacement product will be in warranty for the remaining balance of the one-year warranty period and an additional one-month period.
7. Consumer's remorse is not an acceptable reason to return a product to our Service Center.
8. **This limited warranty covers appliances purchased and used within the 50 U.S. states plus the District of Columbia and does NOT cover normal wear of parts or:**

- Damages caused by unreasonable use, neglect, normal wear and tear, commercial use, improper assembly or installation of product.
- Damages caused in shipping.
- Damages caused by replacement or resetting of house fuses or circuit breakers.
- Defects other than manufacturing defects.
- Breakage caused by misuse, abuse, accident, alteration, lack of proper care and maintenance, or incorrect current or voltage.
- Lost or missing parts of the product. Parts will need to be purchased separately.
- Damages of parts that are not electrical; i.e. cracked or broken plastic/glass, scratched/dented inner pots.
- Damage from service or repair by unauthorized personnel.
- Extended warranties purchased via a separate company or reseller.
- Acts of God such as fire, floods, hurricanes, tornadoes, etc.

Maxi-Matic, USA shall not be liable for any incidental or consequential damages caused by the breach of any express or implied warranty. Apart from the extent prohibited by applicable law, any implied warranty of merchantability or fitness for a particular purpose is limited in time to the duration of the warranty.

*One Year Limited Warranty valid only in the **50 U.S. states plus the District of Columbia**, **excluding** Puerto Rico and the Virgin Islands.
This warranty is effective only if the product is purchased and operated in the USA; product usage which is in violation of the written instructions provided with the unit will void this warranty.

This warranty gives you special legal rights and you may also have other rights to which you are entitled which may vary by state, province, and/or jurisdiction.

For international warranty, please contact the local distributor.

**Any instruction or policy included in this manual may be subject to change at any time.

MAXI-MATIC, USA
18401 E. Arenth Ave. City of Industry, CA 91748
Customer Service Dept: (626) 912-9877 Ext: 120/107/105 MON-FRI 8:30am-5pm PST
Website: www.maxi-matic.com email: info@maxi-matic.com

RETURN INSTRUCTIONS

RETURNS:

A. Any return of defective merchandise to the manufacturer must be processed accordingly by first contacting customer service (info@maxi-matic.com) to obtain an RA # (Return Authorization Number). We will not accept any returns of merchandise without an applicable RA #.

B. IMPORTANT RETURN INSTRUCTIONS. Your Warranty depends on your following these instructions if you are returning the unit to Maxi-Matic, USA:

1. Carefully pack the item in its original carton or other suitable box with sufficient cushioning to avoid damage in shipping.
2. Before packing your unit for return, be sure to enclose:
    a) Your name, full address with zip code, daytime telephone number, and RA#,
    b) A dated sales receipt or PROOF OF PURCHASE,
    c) The model number of the unit and the problem you are having (Enclose in an envelope and tape directly to the unit before the box is sealed,) and
    d) Any parts or accessories related to the problem.
3. Maxi-Matic, USA recommends that you ship the package via UPS ground service for tracking purposes. **We cannot assume responsibility for lost or damaged products returned to us during incoming shipment.** For your protection, always carefully package the product for shipment and insure it with the carrier. C.O.D shipments cannot be accepted.
4. **All return shipping charges must be prepaid by you.**
5. Mark the outside of your package:
    MAXI-MATIC USA
    18401 E. ARENTH AVE.
    CITY OF INDUSTRY, CA 91748
6. Once your return has been received by our warehouse, Maxi-Matic, USA will repair or replace the product if it is defective in material or workmanship, subject to the conditions in paragraph B.
7. **Maxi-Matic will pay the shipping charges to ship the repaired or replacement product back to you.**

IMPORTANTES MEDIDAS DE SEGURIDAD

Cuando use aparatos eléctricos, precauciones básicas de seguridad deberán seguirse, incluyendo las siguientes.

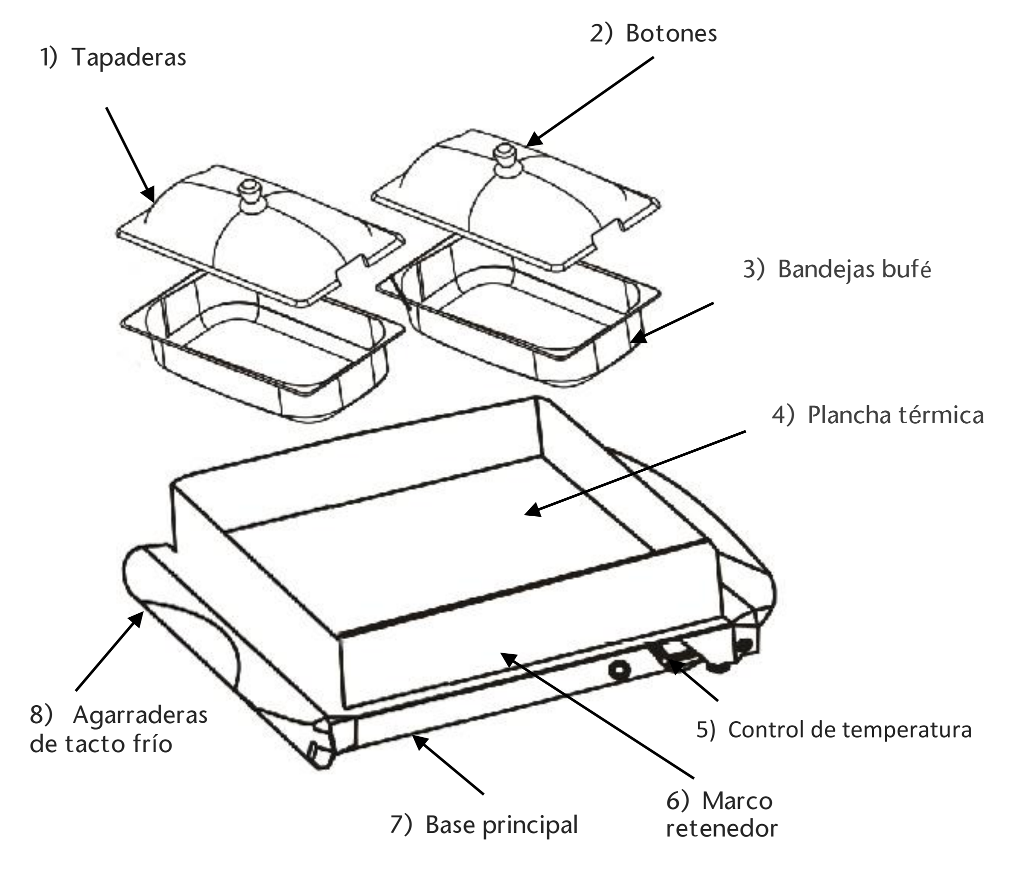
NOTA: Para evitar daños a sus muebles, mesa, mostrador o cualquier superficie laminada o delicada siempre coloque el aparato sobre un mantel, colchoneta de cocina o un plato de cerámica resistente al calor, especialmente cuando utilice aparatos eléctricos que generen
mucho calor

1. Lea todas las instrucciones cuidadosamente, antes de usar el aparato
2. No toque las superficies calientes, use el mango o las agarraderas.
3. Remueva todo material de empaque, antes de usar el aparato
4. Lave todas las partes o accesorios removibles, antes de usar por vez primera.
5. Para protegerse, de una descarga eléctrica, no sumerja el cordón, enchufe eléctrico o aparato en agua o ningún otro líquido.
6. Cercana supervisión es necesaria, cuando el aparato sea usado por o cerca de niños
7. Desconecte el aparato, cuando no esté en uso y antes de limpiarlo. Permita que enfríe completamente para remover las partes o accesorios.
8. Nunca use ningún aparato con el enchufe dañado. Si el cordón de alimentación es dañado este debe ser remplazado por el fabricante, personal capacitado o su agente de servicio, para evitar riesgos
9. El uso de accesorios no recomendados por el fabricante, pueden causar daños personales o al aparato.
10. No lo use a la intemperie o en lugares húmedos.
11. No deje que el cordón eléctrico cuelgue de la orilla de la mesa o mostrador, alguien podría enredarse con el cordón y causar un tropezón
12. No lo ponga sobre o cerca de superficies calientes como estúfas y hornos
13. Siempre deberá conectar el cordón eléctrico al aparato y después al toma corriente eléctrica, si aplica.
14. Siempre deberá de apagar el aparato antes de desconectar del toma corriente.
15. Nunca introduzca utensilios de metal en el aparato, podría causar fuego, descarga eléctrica o daños personales
16. Fuego podría ocurrir, si el aparato es cubierto o toca material inflamable como: Cortinas alfombras y paredes cuando esté en uso.
17. Extrema precaución deberá tener cuando use depósitos construidos de otro material que no sean de metal o vidrio, si aplica.
18. Para reducir el riesgo de una descarga eléctrica, este Aparato tiene una ploga polarizada (un lado de las navajas de la ploga es mas ancha que la otra) y esta diceñada para entrar en un reseptáculo polarizado de una sola manera.
19. No ponga dentro o en la superficie exterior del aparato los siguientes materiales, papel, cartón, plásticos, algún otro material inflamable o artículos similares que no sean comestibles
20. PRECAUCION. Par evitar daños a la superficie de sus muebles. Algunas superficies de mesas o mostradores hechos y recubiertos de laminado de CORIAN, MADERA FINA O FORMICA. No están diseñados para soportar calores prolongados generados por ciertos aparatos eléctricos de cocina.

GUARDE ESTAS INSTRUCCIONES

ESTE PRODUCTO ES PARA USO DOMÉSTICO UNICAMENTE.

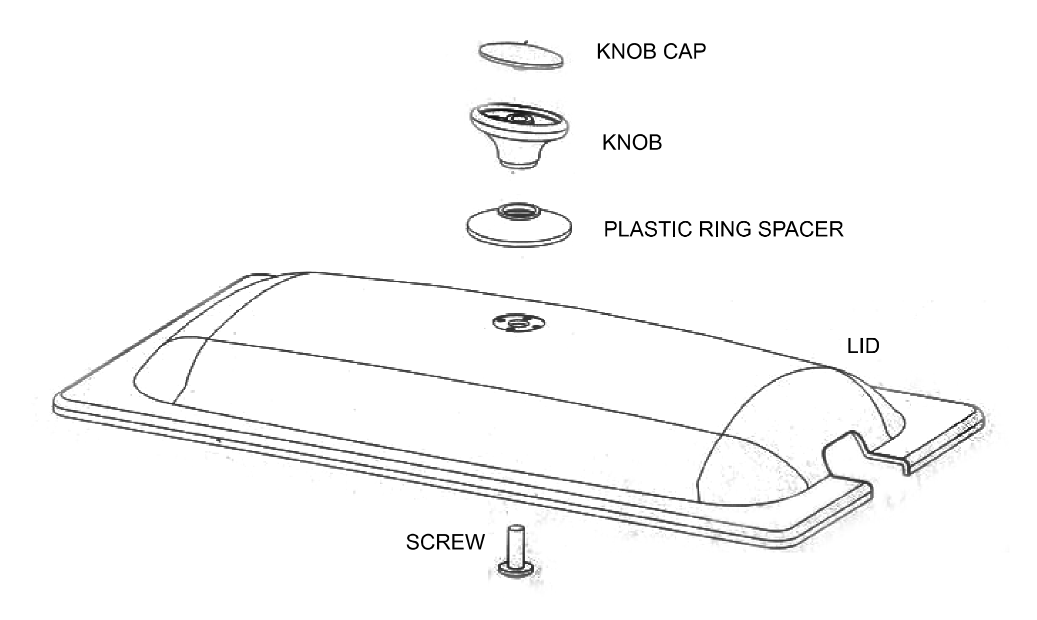
PARTES Y CARACTERÍSTICAS



1) **Tapaderas transparentes con utensilios para servir:** Transparentes, conveniente para observar el contenido de cada uno de las bandejas al servir.
2) **Botones de tacto frío:** Facilmente se levantan las tapaderas para servir los alimentos
3) **Bandejas bufé:** 3.5Qt. de capacidad cada una. Ideal para servir todo tipo de alimentos.
4) **Plancha térmica:** plana de acero inoxidable para mantener los alimentos calientes.
5) **Control de temperatura:** Con selector de 4 posiciones para mantener caliente todo tipo de alimentos a su gusto.
6) **Marco retenedor:** Ayuda a colocar y mantener estable las tres bandejas bufé
7) **Base principal**: Sostiene la plancha térmica y demas accesorios.
8) **Agarraderas de tacto frío:** Facilmente puede tomar y transportar toda las charolas para servir en la meza.

ANTES DE UTILIZAR

Instrucciones de ensamblaje de la tapa:



Siempre lea toda las instrucciones antes de utilizar su nuevo aparato.

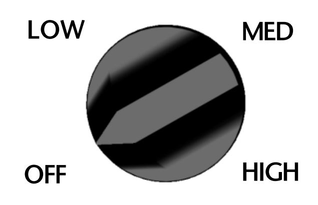
1. Desempaque la unidad y todas sus partes.
2. Remueva todo material de empaque.
3. Limpie todas las partes con una esponja o trapo húmedo. Enjuage y seque perfectamente.

Nota: No use ningún tipo de material abracivo para limpiar la superficie del aparato! Nunca sumerja la plancha térmica en agua o ningún otro líquido.

4. Ensamble todas las partes en el aparato de acuerdo a la figura en la pagina #2 bajo **descripción de partes**.
5. Enchúfe la unidad al toma corriente,
6. Encienda la unidad y coloque el control de temperatura en “HIGH” Y deje encendido por unos 5 minutos para quemar cualquier reciduo del fabricante. Humo y mal olor es normal durante este periodo.

COMO USAR

1. Conecte la unidad a la toma de corriente eléctrica,
2. Coloque los alimentos en cada una de las bandejas bufé.
   No es recomendado dejar ninguna bandeja bufé vacía .
3. Coloque el control de temperatura en (**LOW**) La luz indicadora de encendido se encendera y la unidad de bufé comenzara a calentarse.
4. Ajuste el control de temperatura(LOW.) a (MED.)o(HIGH). La temperatura se mantendra en 140°F to 175F.



OFF: Las bandejas bufé se mantendran apagadas.
LOW: Las bandejas bufé empezaran a calentar y se mantendran en 140°.
MED: Las bandejas bufé empezaran a calentar y se mantendran en 158°.
HIGH: Las bandejas bufé empezaran a calentar. y se mantendran en 175°.

5. Las bandejas bufé mantendran los alimentos calientes por un largo periodo de tiempo. Pero, no es recomendado exceder las 6 u 8 horas o los alimentos comenzaran a secar, descolorizar o el sabor comenzara a cambiar.
6. Asegurese de apagar la unidad una vez que haya terminado de utilizarla
7. Desconecte la unidad del toma corriente.
8. Remueva cualquier residuo de alimentos de las bandejas bufé.
9. Deje que la unidad principal y sus partes se enfríen completamente antes de limpiar y guardar.

<u>COMO UTILIZAR LA PLANCHA TÉRMICA PARA HORS D' OEUVRES</u>

1. Asegurese que la unidad este apagada y desconectada del toma corriente.
2. Remueva el marco espaciador y las bandejas bufé, guardelas o pongalas a lado.
3. Limpie la superficie de la plancha térmica y seque perfectamente.
4. Conecte la unidad al toma corriente.
5. Seleccione la temperatura (LOW)(MED) O (HIGH).
6. Coloque los hors d' oeuvres ya precalentados, directamente sobre la superficie de la plancha térmica.
   NOTA: Cuando use la superficie de la plancha térmica como bandeja, no es recomendado colocar las tapaderas de las bandejas bufé directamente sobre la superficie caliente.
7. Los alimentos se pueden mantener calientes por un periodo corto de tiempo porque estan destapados. El tiempo maximo sera de 3 horas o los alimentos empezaran a cecarse, perder color o perderan el sabor.
8. Asegurese de apagar la unidad una vez que haya terminado de utilizarla.
9. Desconecte del toma corriente.

GARANTÍA LIMITADA * UN (1) AÑO
GARANTIA ES VALIDA CON UNA PRUEBA DE COMPRA FECHADA

Su aparato de cocina está construido con precisión, inspeccionados y probados antes de salir de nuestra fábrica.
2. Se garantiza, al comprador original, de estar libres de defectos de fabricación en condiciones de uso normales y las condiciones para un (1) año, cordones excluidos. Esta garantía se aplica sólo al comprador original de este producto.
3. Si necesita cambiar la unidad, devuélvala en su caja original, con el recibo de compra, a la tienda donde lo compró. Si usted está más allá del plazo concedido para el retorno por la política de la tienda, por favor consulte la garantía incluida.
4. Si utiliza el aparato para uso doméstico y de acuerdo con las instrucciones, debería ofrecerle años de servicio satisfactorio.
5. Durante el período de garantía de un año, un producto con un defecto será reparado o reemplazado por un modelo nuevo o reacondicionado (a nuestro criterio) cuando el producto sea devuelto a nuestro Centro de Servicio. (Consulte la sección "Devoluciones" a continuación).
6. El producto reparado o reemplazado estará garantizado por el saldo restante del período de garantía de un año y un plazo adicional de un mes.
7. Esta garantía limitada cubre los aparatos comprados y usados en los 50 estados contiguos y el Distrito de Columbia, y no cubre:
- Los daños causados por el uso excesivo, negligencia, uso y desgaste normal, uso comercial, montaje o instalación incorrecta del producto.
- Los daños causados durante el envío.
- Los daños causados por la sustitución o reposición de fusibles o disyuntores.
- Defectos que no sean defectos de fabricación.
- Rotura causada por mal uso, abuso, accidente, alteración, falta de cuidado y mantenimiento, o incorrecta de corriente o voltaje.
- Pérdida o falta alguna pieza del producto. Las piezas se deben comprar por separado.
- Daños de piezas que no sean eléctricos; por ejemplo: agrietado o roto de plástico o de vidrio.
- Daños por servicio o reparación por personal no autorizado.
- Las garantías extendidas compradas a través de una empresa independiente o revendedor.
- Remordimiento del consumidor no es una razón aceptable para devolver un producto a nuestro Centro de Servicio.

* Un año de garantía limitada válida solamente en los 50 **estados contiguos y el Distrito de Columbia, excluyendo Puerto Rico y las Islas Vírgenes.**
Esta garantía es válida sólo si el producto es comprado y operado en los EE.UU., el uso del producto que se encuentra en violación de las instrucciones escritas proporcionadas con la unidad anulará esta garantía.
Para la garantía internacional, por favor póngase en contacto con el distribuidor local.
** Cualquier instrucción o política incluida en este manual puede estar sujeta a cambios en cualquier momento.

MAXI-MATIC, EE.UU.
18401 E. Ave Arenth. City of Industry, CA 91748
Departamento de Atención al Cliente: (626) 912-9877 Ext: 120/107/105
Lunes a viernes 8:30am-5pm PST
Sitio web: www.maxi-matic.com email: info@maxi-matic.com

INSTRUCCIONES DE DEVOLUCIÓN

DEVOLUCIONES:

A. Cualquier devolución de mercancía defectuosa al fabricante deben ser procesados apropiadamente contactando primero al servicio al cliente (información de contacto se muestra a continuación) para obtener un # RA (Número de autorización de devolución). No se aceptará ninguna devolución de mercancía sin un # RA aplicable.

B. INSTRUCCIONES IMPORTANTES DE RETORNO. Su garantía depende que usted siga estas instrucciones si va a devolver la unidad a Maxi-Matic EE.UU.:

1. Empaque cuidadosamente el producto en su caja original o en otra caja adecuada para evitar daños durante el envío.
2. Antes del envío de la devolución unidad, asegúrese de adjuntar:
    a) Su nombre, dirección completa con código postal, número de teléfono durante el día, y #RA
    b) Un recibo de compra fechado o COMPROBANTE DE COMPRA,
    c) El número de modelo de la unidad y el problema que tiene (Encierre en un sobre y pegue directamente a la unidad antes de sellar la caja) y
    d) Todas las piezas o accesorios relacionados con el problema.
3. Maxi-Matic EE.UU. recomienda enviar el paquete de servicio terrestre de UPS para fines de seguimiento. No podemos asumir la responsabilidad por productos perdidos o dañados devueltos a nosotros durante el transporte entrante. Para su protección, siempre cuidadosamente empaquetar el producto para su envío y asegurarlo con la compañía. Envíos C.O.D no puede ser aceptado.
4. **Todos los gastos de envío de devolución debe ser pagado por usted.**
5. Marque el exterior del paquete:
    MAXI-MATIC EE.UU.
    18401 E. ARENTH AVE.
    CITY OF INDUSTRY, CA 91748
6. Una vez que su devolucion ha sido recibida por nuestro almacén, Maxi-Matic EE.UU. se compromete a reparar o sustituir el producto si presenta defectos de materiales o mano de obra, sujeto a las condiciones del apartado B.
7. **Maxi-Matic pagará los gastos de envío para enviar el producto reparado o reemplazado de nuevo a usted.**